Training Your Memory Lab Staff

Webinar #6

Friday, June 11, 2021

CALIFORNIA REVEALED

Memory Lab Network
DC public library

California STATE LIBRARY
FOUNDED 1850
PRESERVING OUR HERITAGE, SHAPING OUR FUTURE

INSTITUTE of Museum and Library SERVICES

Memory Lab Webinars

January: Memory Lab Model(s)

February: Goals & Expectations

March: Intro to Digital Concepts

April: Intro to Audiovisual Preservation

May: Equipment Set Up, Workflows, Troubleshooting

June: Training Staff

July: Evaluating

August: Sustaining & Expanding

Register: https://californiarevealed.org/memorylabs
MLN Deep Dive: https://memorylabnetwork.github.io

Permalink: https://californiarevealed.org/islandora/object/cavpp%3A16605

Memory Lab Brown Bags

We meet on the last Tuesday
of each month at 12:00pm noon.

June 29, 2021
July 27, 2021
August 31, 2021

All are welcome!

Register: https://tinyurl.com/5bs33zea

Los Angeles Public Library's Memory Lab

MEETING ROOM
HAPPENING NOW:
MOBILE MEMORY LAB COMMUNITY SCANNING DAY
Digitizing the local history of our Los Angeles neighborhoods, one artifact at a time.
BRING YOUR FAMILY AND COMMUNITY PHOTOS, LETTERS, DIARIES, AND MORE!
We'll digitize your materials to share with future generations.
You'll keep the originals and receive digital copies of your momentos to take home.
LOS ANGELES PUBLIC LIBRARY

Los Angeles Public Library's ML Staffing Evolution

"Volunteer" Staff

Recruited and trained 2 dozen LAPL staff, including outside D&SC, who signed up for shifts on Google Calendar when they could

In the Beginning

Along the Way

Volunteer Patrons

Recruited and trained patrons from ML orientations and Volunteermatch.com

Los Angeles Public Library's ML Staffing Evolution

Permanent Staff

Trained Octavia Lab staff and assigned 1 D&SC clerk 2x/week, with D&SC librarians on call

By 2020

Due to COVID-19

We intend to continue this staffing format once the library OKs long-term appointments

Los Angeles Public Library's ML Documentation

Manual

For Staff and Volunteers

Website

Internal and External

Training Considerations

Challenge	Recruitment	Expertise	Adaptability
Resistance to change and/or fear of unfamiliar technologies	Recruit at regular intervals, and set a minimum commitment period	Not required! We're always learning from each other	Failing fast and often is OK; look for creative solutions and ask your network for help

Principles of Training on 3 Levels

01 **Behind-the Scenes**

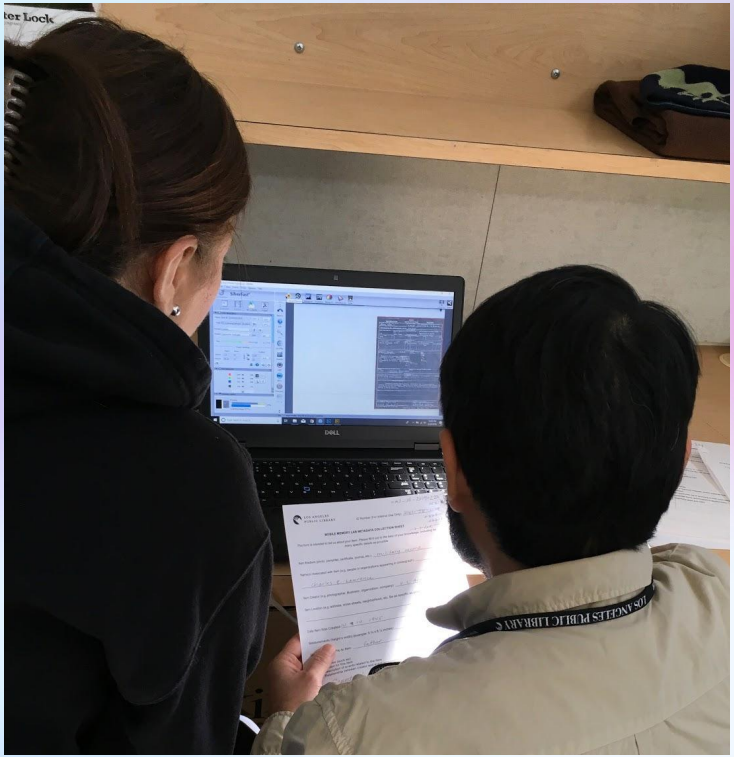
Staff maintaining procedures and equipment maintenance.

02 **Reference**

Staff maintaining workflow and helping patrons.

03 **Patrons**

Do-it-yourself (DIY).



01

Behind-the-Scenes

Staff maintaining procedures and equipment maintenance.

Recommendations

	Purpose	Rationale
Assign at least 2 ambassadors	Understand the ins and outs of the Memory Lab in detail	In case someone goes on vacation, parental leave, new position, or other life event, you'll have 1 person to train everyone else and manage lab operations.
Ambassadors train 1-2 staff/ volunteers	Staff/volunteers learn to conduct different elements of the Memory Lab	New ambassador can be selected if needed; lab operations may continue in case ambassadors MIA

Topics to Train On

Policy & Workflows

How to assist patrons with questions and to troubleshoot problems at the physical lab space (this may include teaching the orientation training to users)

Programming

How to teach the Memory Lab preservation classes and run other related events

Professional Development

- Aim for your Memory Lab classes to be taught at multiple branches.
  - DC Public Library facilitates an annual professional development program where public-facing staff select and complete training and work on projects outside of their daily duties. Staff may choose a digital preservation “track” or goal, where staff are trained in digital preservation topics and how to teach these to the public. They must teach a certain number of classes at their branch to the public each year, which is evaluated in their annual review.

- For those who have limited time and staffing and rely on volunteers, schedule one training annually or biannually where everyone is present, and can learn from each other’s questions.
  - Another tactic would be to train a set of staff who in turn train volunteers quarterly or biannually

IT Support

Technical

IT trains ambassadors re: guest permissions, connectivity, software, hardware that supports ML stations

Designated

Assign an IT staff person who is interested in legacy formats consistently to the ML

Additional Buy-in

Invite interested IT staff to your staff ML trainings

Public Assistance

Find out if IT staff are willing to provide ML help to patrons

02 Reference

Staff maintaining workflow and helping patrons.

Recommendations

	Purpose	Rationale
Select trainees that can learn to tackle playback, reformatting, or storage device issues	Those who have an eagerness to help people learn and use technology are best suited for ML work	Staff don't need to be AV, photography, or tech experts to learn how to run a ML. Most ML staff don't have the background at first
Designate time for staff to transfer their personal archival materials	Get staff invested in and excited about helping people in the lab	Staff gain personal buy-in for how it feels to transfer their own memories so that they can better connect with users
Ask staff for feedback on how to make workflows better	Improve workflows iteratively with each new cohort	Hands-on practice culls perspective of both user and staff member

DIY Memory Lab Deep Dive

All Staff/Volunteers who work on the Memory Lab Space and Classes:

- Learn all about the Memory Lab model, at DC Public Library and beyond: https://youtu.be/12bMAciZWvM

Staff/Volunteers who will be assisting patrons with the physical space:

- Go through the training sections of “Lab Space Workflows” and “Troubleshooting” in the Deep Dive

Staff/Volunteers who will be teaching preservation classes and programming:

- Watch Personal Digital Archiving Train the Trainer webinar (approximately 1-hour): https://vimeo.com/109735555
- Undertake all of the “Introduction to Event Programming” section from Deep Dive document (approximately 5 hours)

03 Patrons

Do-it-yourself (DIY).

Recommendations

	Purpose	Rationale
Make workflows publicly accessible (online/print)	Provide reference point for patrons as they're learning/recalling concepts.	Reviewing workflows online before using ML reinforces process, and having print copy on hand allows for quick reference.
Enlist help from orientation/workshop attendees	Add to your pool of volunteers with people who are interested in the ML and have already gone through some training and hands-on practice.	Some patrons are looking for ways to serve their communities, or may have worked professionally with legacy AV equipment in the past.

ML Classes at Los Angeles Public Library

https://www.lapl.org/memorylab

Memory Lab Orientation

Wed., Mar. 4, 2020 @ 3:30-5:00 PM
Sat., Mar. 21, 2020 @ 11:00 AM-12:30 PM
Wed., April 1, 2020 @ 3:30-5:00 PM

Learn how to use the DIY Memory Lab's professional-grade equipment and transfer your VHS tapes, audiocassette tapes, photographs, and slides to digital formats.

This orientation is **required** for those who want to book a session to use the DIY Memory Lab digitization station equipment for the first time.

Memory Lab: Think Like an Archivist!

Saturday, February 8th @ 3:00 p.m.

Tackle the boxes of print papers, photographs, slides, video, and other analog collections around your house.

Memory Lab: Digital Preservation Basics: Photos

Saturday, March 21st @ 1:30 p.m.

Class focuses on archival tips for preserving your born-digital photographs. Participants will learn how to organize and save digital photographs for the future.

Memory Lab: Planning for your Digital Afterlife

Saturday, April 25th @ 1:30 p.m.

Do you have an afterlife plan for the priceless memories on your phone, computer, social media accounts, and email? Learn what happens to your digital assets after death, and how you can create and protect your digital legacy today.

Training Strategies

Brainstorming

What equipment, resources, services will meet the needs of your community?

Roleplays

How to respond to technical issues, pushback on policies

Process Checks

Ask questions to assess comprehension or use an activity to gauge how trainees apply what they are learning

Practice Sessions

Hands-on with each format, using materials from personal archive or sample materials on hand

Scaffolding & Iteration

- At minimum MLs offer an orientation to review the equipment and workflow. Many of you may already offer classes around genealogy, preservation, or digital technology that could naturally tie in with your ML.
    - Use the buddy system for workshops
- Incorporate staff who already work in the Memory Lab space, e.g. the Octavia Lab, LAPL's makerspace
- Invite staff to public Memory Lab-related workshops and orientations as training
- Organize monthly deck cleaning that doubles as a space where staff can casually discuss issues/successes
- Schedule weekly/monthly times when library staff can digitize their own materials in the lab, so that they are invested and remain in practice
- Solicit feedback and continually improve upon documentation and classes

Support for Outreach

Partnerships

Internal and external

Handouts

Social media, bookmarks, newsletters, flyers, zines, and more

Elevator Speeches

Draft and share copy with all ML staff to practice

Basic Training for New Volunteers

Scanning

Photos, transparencies, documents

Audiovisual

VHS, compact cassette

Troubleshooting

Restarts, cabling connections

Remember

Start small (perhaps train patrons first) and build from there	**Keep it Simple**	
Use existing resources, infrastructure, programming	**Scaffold & Iterate**	

Thanks!

Do you have any questions?

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Resources

Websites

- Memory Lab Network: https://memorylabnetwork.github.io
- DIY Memory Lab Deep Dive: https://docs.google.com/document/d/1CnsOCAW_X4kEIpq8Izu7M6KDpdBbvitQetWDNC-v5fI/
- Memory Lab Support: https://californiarevealed.org/memorylabs
- Copycat Grant Toolkits: https://library.ca.gov/services/to-libraries/copycat-grants/memory-lab

Videos

- Intro to the Memory Lab Models: https://youtu.be/12bMAciZWvM
- Personal Digital Archiving: A Train the Trainer Webinar: https://vimeo.com/109735555
- Think Like an Archivist (LAPL): https://youtu.be/jFEZSpuQGFI

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